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ETQ Reliance:

The Next Generation of
the World's Best Quality
Management Software

ETQ Reliance

Your pathway to excellence starts with ETQ Reliance. Welcome to a future-proof world of quality and safety management, advanced analytics and digital transformation.

40 easy-to-use applications

Powered by 40 best-in-class quality applications for enhanced visibility across your QMS and easy adoption by all stakeholders.

An agile platform

A strong, agile engine with the flexibility to adapt to your changing business needs.

Cloud-Native SaaS

The industry's most scalable QMS with the security, flexibility and IT management power only available in a leading-edge cloud solution.

ETQ, Your Trusted Quality Advisor for Digital Transformation
Empowering Quality Champions to build a culture of quality

Quality is under pressure: The regulatory environment grows more complex and supply chains become increasingly vulnerable on a daily basis. At the same time, critical manufacturing and quality data is siloed in a patchwork of systems across the enterprise which results in ill-informed, ad hoc and reactive decision making. This scenario often results in poor product or service quality, potential non-compliance, weakened brand loyalty and a measurable drag on financial performance.

Quality champions need quality management software (QMS) that can quickly adapt as business conditions change, scale when their organizations grow and engage stakeholders inside and outside their organizations to build a culture of quality and continuous improvement. A truly next-generation QMS can be a catalyst to organization-wide digital transformation through enterprise integration and advanced, actionable analytics.

Rock-solid product quality is the backbone of brand reputation and brings a premium to quality-centric organizations. Quality products and services establish and reinforce lifelong loyalty, market dominance and profitable businesses.
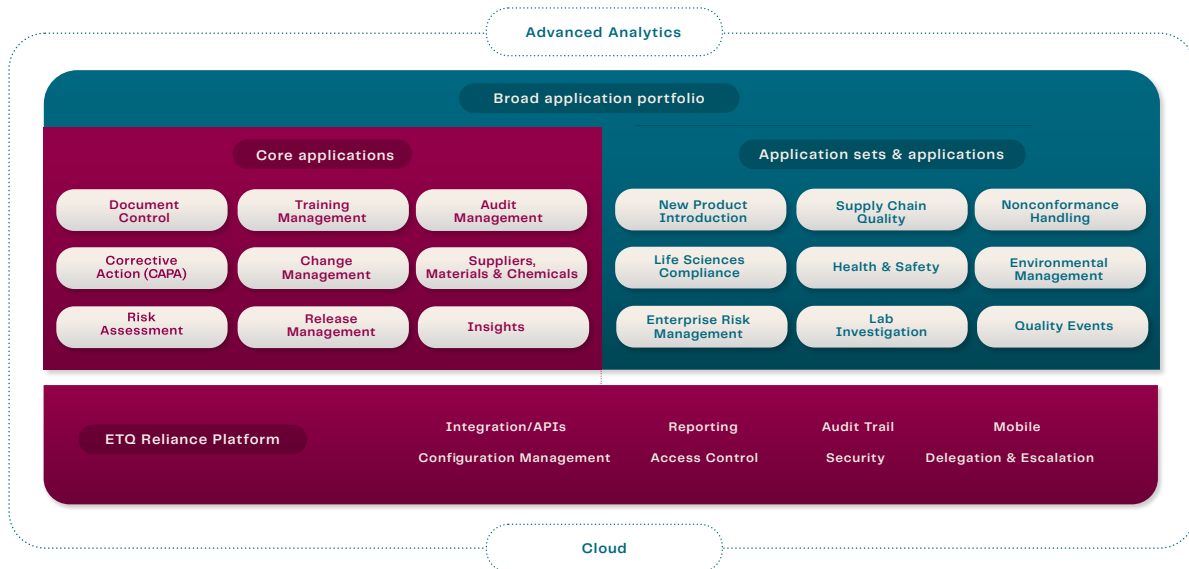
ETQ Reliance® helps market leaders design, deliver and optimize comprehensive QMS and environmental, health and safety (EHS) management programs for multi-national organizations as well as mid-sized businesses. ETQ serves the strongest companies in the world and our software helps them stay that way.

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Powerful and Agile Platform

ETQ Reliance is a cloud-native QMS powered by an agile platform that drives 40 best-in-class, configurable, scalable and adaptable applications.

Advanced Analytics

Broad application portfolio

Core applications

Document Control	Training Management	Audit Management
Corrective Action (CAPA)	Change Management	Suppliers, Materials & Chemicals
Risk Assessment	Release Management	Insights

Application sets & applications

New Product Introduction	Supply Chain Quality	Nonconformance Handling
Life Sciences Compliance	Health & Safety	Environmental Management
Enterprise Risk Management	Lab Investigation	Quality Events

ETQ Reliance Platform

Integration/APIs	Reporting	Audit Trail	Mobile
Configuration Management	Access Control	Security	Delegation & Escalation

Cloud

Core Applications
Start with ETQ's core QMS essentials

Optimize the critical processes that drive excellence through quality by leveraging best practices and a set of core business capabilities, including document control, training management, audits management, change management, corrective action, release management, suppliers, materials and chemicals, and advanced analytics.

DOCUMENT CONTROL
Identify, control and track all your documented processes and procedures.

TRAINING MANAGEMENT
Manage the employee training process by tracking individual progress towards certifications.

AUDIT MANAGEMENT
Audit-ready everyday. From any location, offline or online. Stress free. You are in complete control of your compliance processes and audit prep is a breeze.

CORRECTIVE ACTION
Use operational dashboards and advanced analytics to eliminate overlapping quality issues and accelerate resolution.

CHANGE MANAGEMENT
Evaluate risks, automate workflows to reduce cycle time when making changes to processes, supply chains and more.

SUPPLIERS, MATERIALS & CHEMICALS
Complete visibility and access to information ensures supplier quality and compliance.

RISK ASSESSMENT
Identify and control all risks that may affect your organization.

RELEASE MANAGEMENT
ETQ Reliance is lean-team friendly. Easily manage and maintain all your Reliance configurations and upgrades.

INSIGHTS
Automatically organize quality-related data to lets users uncover critical operational knowledge and identify trends.

ETQ Reliance Applications & Application Sets

Build on the platform & core with one or all of our many solutions

Our solution set is a group of related management processes that drive operational efficiencies, enabling customers to achieve their journey toward excellence while delivering a clear business advantage.

NEW PRODUCT INTRODUCTION

Build a culture of quality, starting with step one of the product and service design process. Analyze product and process plans, establish metrics and benchmarks, and track the most critical quality processes across an organization.

SUPPLY CHAIN QUALITY

Ensure finished product quality with automated control and visibility over all elements of your supply chain, from local manufacturers to global suppliers. Track suppliers and materials, build qualitative and quantitative supplier ratings, and trigger actions to improve supplier quality and performance.

NONCONFORMANCE HANDLING

Minimize customer complaints, mitigate the cost of poor quality and build stronger brand reputation by continuously improving processes and product, capturing all issues and addressing them to prevent reoccurrence.

LIFE SCIENCES COMPLIANCE

Turn regulatory and compliance requirements from an obligation into strategic advantage. Automate your regulatory submission processes with eMDR and stay compliant with automated 21 CFR Part 11 and Annex 11 support. Capture users' electronic signatures for each step in the compliance management process.

HEALTH & SAFETY

Move from a reactive problem-based approach and build a culture of workplace safety with a proactive, risk-based program that minimizes hazards in the workplace andensures effectiveness of controls.

ENVIRONMMENTAL MANAGEMENT

Make environmental management a strategic business opportunity. With ETQ Reliance Environmental Management, you can identify environmental impact targets, log permit information and track sustainability initiatives.

ENTERPRISE RISK MANAGEMENT

Automate several key quality processes that allow companies to incorporate risk-based thinking into organizational planning and operational monitoring. Identify and objectively assess risks company wide and leverage risk data to drive long-term mitigation and improvement.
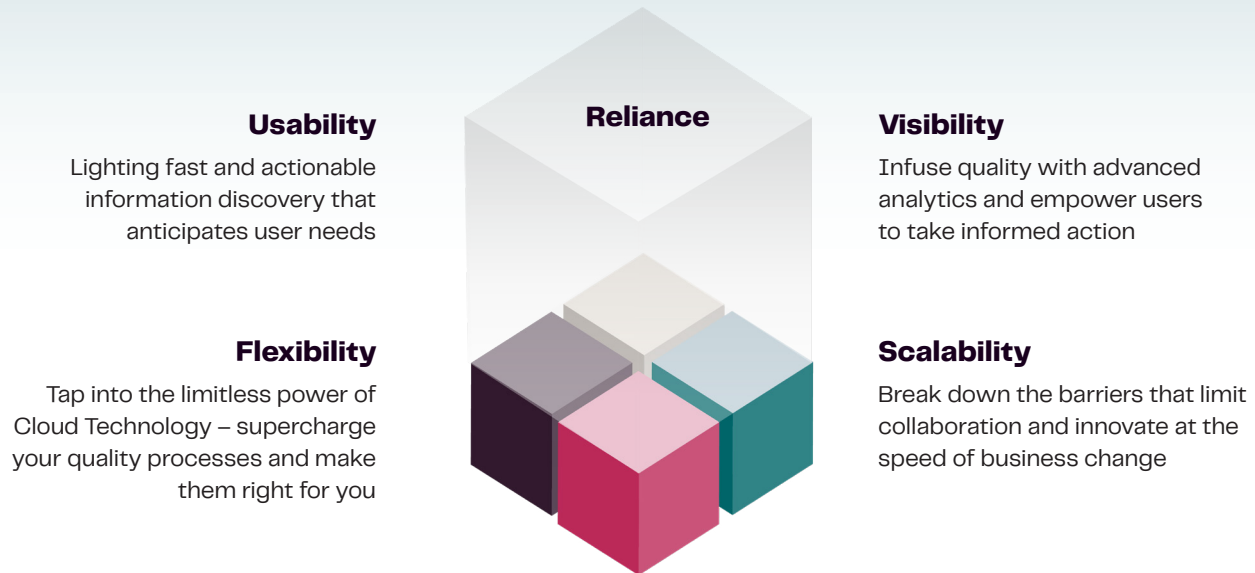
LAB INVESTIGATION

Document the investigation process of out-of-spec or out-of-trend lab test result, determine the cause of the result.

QUALITY EVENTS*

Manage investigations of unplanned events related to deviations from written procedures and track and trend if no investigation required.

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*Q2 2022 availability

Reliance NXG

ETQ Reliance is a genuinely cloud–native QMS that can be used on any device and is built on four technology pillars

Usability
Lighting fast and actionable information discovery that anticipates user needs

Visibility
Infuse quality with advanced analytics and empower users to take informed action

Reliance

Flexibility
Tap into the limitless power of Cloud Technology – supercharge your quality processes and make them right for you

Scalability
Break down the barriers that limit collaboration and innovate at the speed of business change

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Usability

Designed for productivity and speed

- Comprehensive and easy search allows immediate access to actionable information
- Ensures data consistency and linking across all applications on the platform; inherits details from source record

Rapid adoption

- Intuitive user experience anticipates user needs to deliver consistent performance for any task
- A holistic user-experience across all processes makes Reliance easy to adopt

Anywhere access

- Access Reliance from your desktop or mobile device. Responsive interface enables QMS access from any location at any time

Flexibility

Adaptable

- Agility to adapt to your business now and in the future
- Add and manage internal and external user access

Configurable

- Out-of-the-box best practice solutions are easily adapted to customer needs
- Configure all 40 Reliance applications with drag-and-drop ease using a codeless design tool and powerful scripting
- Create new applications with the same low and no-code tools
- Easily integrate with other business systems like PLM, ERP, CRM, MES and SPC

Harmonized

- Harmonized processes allow a single source of truth for quality across the enterprise that accommodates local requirements

Visibility

Faster, better decisions lower cost and reduce risk

- Spot trends to lower risk, improve quality, define root causes and improve financial performance in manufacturing
- Deliver analytics-ready data to more users, more securely, with less administration

Empower users to take informed action

- Purpose-built quality dashboards
- Fast and flexible path to actionable quality metrics, easily accessible by any user with the power of standard views
- Integrate quality data into corporate BI tools to share and leverage data from across the organization

Scalability

Enterprise-wide quality journey

- Dynamic scalability to add or remove access for new users, locations, business units, and facilities
- Easy expansion through every stage of the quality journey

Performance

- Consistent high-performance worldwide with AWS
- Accommodate vast amounts of data with no performance impact
- High-availability cloud-native architecture

Security

- Comprehensive cloud-level security monitoring and incident response
- Data protection and third-party penetration testing and verification with risk-based vulnerability management
- Customer application data is protected and isolated at rest and in transit
- Role- and location-based access control

Next Generation QMS and Artificial Intelligence (AI)

Digital transformation efforts will drive QMS solutions deeper into an organization's enterprise technology stack. In order for a next-gen quality solution to deliver maximum value at all levels of an organization, advanced analytics, AI and machine learning (ML) must become an integrated part of the QMS experience. To that end, ETQ is investing heavily in AI and ML technologies that further boost quality's impact on business value, starting with configurable dashboards that synchronize with Reliance access control to offer powerful and secure data visualization. Users will be able to find relationships and patterns to identify related events more accurately and easily, accelerating investigations and root cause analyses.

ETQ's Administration Center enables you to distribute ownership based on location, allowing for configuration of each site from a centralized setting.
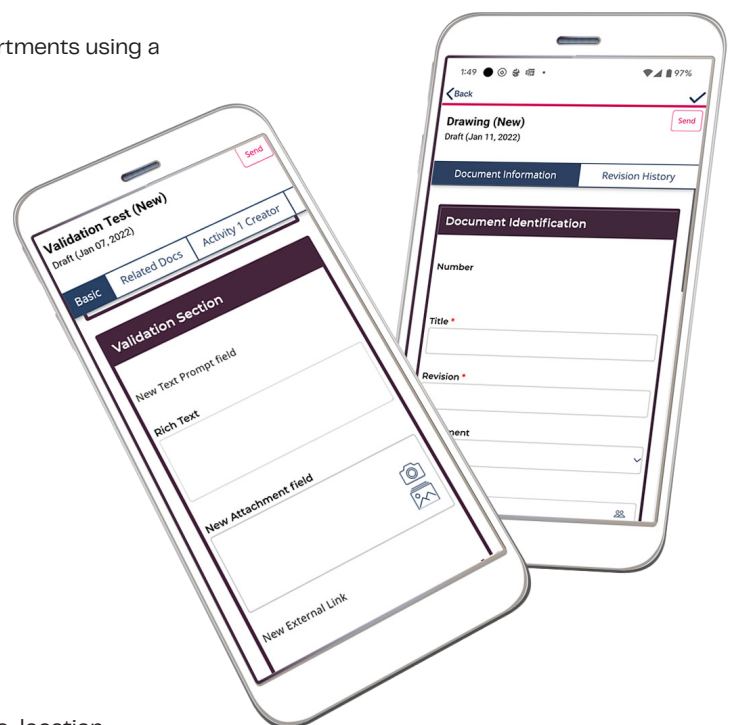
This means that you can have a single deployment of ETQ, but each site or location can have its own unique processes and workflows associated with them. So, while the work gets done at the local level, control, reporting, administration and data sharing can be centralized for maximum efficiency. Enable any region to be displayed in a local format and language. Define keywords and all elements based on location.

- Manage users and groups based on location and department
- Set up location or role-based user and supplier access
- Set security access levels to restrict administrators to their location and department
- Easily and effectively roll up reports across multiple sites and departments using a single environment

ETQ Reliance Mobile

ETQ Reliance's mobile features make it ideal for the connected worker in dispersed and remote environments that rely on smartphone or tablet technologies to access the QMS. Reliance Mobile functions both on-and offline so productivity is always preserved–when offline, data syncs automatically as soon as a connection is available.

- Enable tablet and smartphone user access to Reliance
- Functions online or offline
- Create/edit documents
- Deep linking for easy document access from emails
- Push notifications for assignments and alerts
- Collect details for audits
- Scan barcodes and QR codes for rapid data entry
- Accesses mobile device camera and microphone, and captures geo-location speeding data entry
- Provides advanced configurations for complex use cases
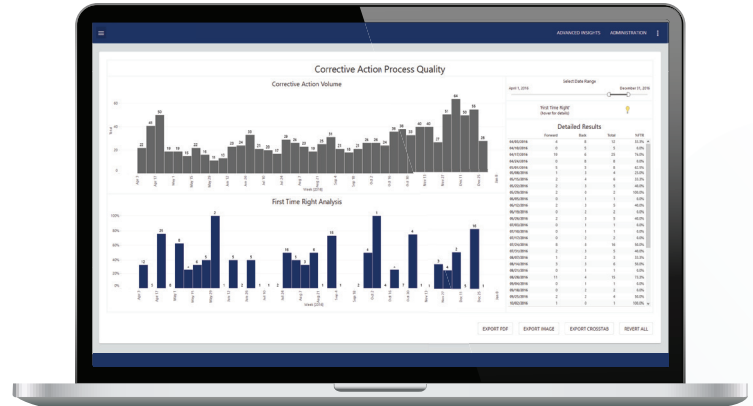- SSO Authentication with SAML

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ETQ Insights

ETQ understands the power of data. Watch your data come to life in easy to read Insights dashboards that deliver actionable information. Use ETQ Insights Quality Data Lake to dig deep into your data using BI, machine learning and analytics tools. Even the most complex report generation does not impact Reliance performance, allowing you to run as many reports as you need. In addition, you can connect your quality data with your corporate analytics strategy and BI capability to serve as a catalyst to your digital transformation efforts.

Risk Management

Several industry standards demand that companies take risk into consideration when conducting their business. With the rising interest in risk and risk management, ETQ provides an Enterprise Risk Management solution to help you become proactive in identifying and mitigating risk before a negative incident occurs.

Make Every Process a Risk-Based Process: ETQ's risk tools are built to enable you to create risk templates and configure them into any process. Create risk matrices that automatically calculate risk, incorporate decision trees and add risk filtering.

Record and Report on Risk: Part of making better decisions is managing risk to your advantage. ETQ's Risk Register is designed to collect all risks within your solution to provide a full picture of risk across your organization.

Predict Risks Before they Even Happen: You can't just wait for something bad to happen before you attempt to mitigate risk. ETQ's Bowtie Risk Management tool was designed for this. Simply build out threats and hazards and put in place controls to prevent or mitigate an undesired event — leverage those controls to reduce risks before they happen.

QMS Security in the Cloud

At ETQ, "Quality Creates...Trust" and our customers trust us to deliver brand safety, product quality and competitive advantage. In many ways, trust is the ultimate goal when a customer takes it on faith that ETQ has their best interests in mind. This sense of trust goes far beyond a checklist of security programs and initiatives. At ETQ, our uncompromising approach to security, our deep history and technological strength, our commitment to delivering an amazing user experience – from sales to support and expansion — creates a bond of mutual interest and security with customers and prospects. Today, the majority of ETQ customers operate in the cloud and many are in highly regulated industries including financial services, health care, government, pharmaceuticals, energy

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and technology. We protect billions of confidential data records for worldwide enterprise customers and we are certified or verified for compliance with: ISO 9001, ISO 27001, Amazon Web Services (AWS), SOC, ITAR, HIPAA.

Standards

ETQ and ETQ Reliance are certified to the ISO 9001:2015 and ISO 27001 standards. Reliance also easily supports customers who require industry- or application-specific certification such as ISO 14001, ISO 45001, ISO 13485, ISO/TS 16949, AS 9000 and more.

ETQ Customer Experience

For 30 years we have been helping our customers achieve success by attaining new levels of excellence through quality.

Our Customer Experience teams allow you to enjoy the benefits of ETQ Reliance as fast as possible through our proven implementation method, built-in best practices, flexible configurations, and certified consultants. After go-live we are here to support you through 24/7 Support, Academy courses, Community collaboration and Professional Services

Professional Services

A solution is only as good as the quality of its implementation. To maximize the benefit of your ETQ Reliance experience, The ETQ Services team is a group of quality management experts rooted in 30 years of know-how. Our certified consultants and PMP certified project managers all bring a deep knowledge of ETQ Reliance and implementation best practices to their client work. We offer implementation services tailored to your schedule, remote configuration support, integration with third-party business systems, data migration, project management, software validation, system solution architecting and infrastructure support.

Academy

Academy offers self-paced training to our customers worldwide including comprehensive certification programs, rich eLearning modules, and bite-sized microlearnings with video tips and tricks. Academy ensures employees always have 24/7 access to the latest training materials for a rapid and engaging onboarding experience.

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Customer Success

Every ETQ customer is partnered with a Customer Success Manager (CSM) who is solely charged with helping them gain the most out of ETQ Reliance. Your CSM serves as a coach and navigator to ensure that our products and people deliver maximum value to your quality organization and your company as a whole.

Community

ETQ's Community is an online peer–to–peer gathering of the world's most accomplished quality management professionals –an unparalleled group of quality champions who are there for each other, and for you. Incorporate industry best practices into your quality environment and share information and perspective to get the most out of your Reliance QMS.

Kimberly–Clark depends on a complex, global supply chain to deliver a broad portfolio of leading products to markets around the world. By digitizing and standard–izing our safety, environment and quality processes, we have been able to boost employee productivity, product quality and customer satisfaction. Additionally, ETQ allows us to integrate our business processes both internally and with our suppliers to improve collaboration, break through functional silos and deliver competitive advantage.

Benjamin Bollenbacher, Director, Supply Chain Digital Capabilities, Kimberly–Clark Corporation.

I can't even think of how to control more than 3000 people's activities without something like ETQ Reliance, that ties everything together – so there's total trans–parency.

Marlene Wolf, Executive Director of Quality

Our information is no longer siloed. We can show value immediately, like in the tear out work, where the infor–mation on each asset is available to all stake–holders, in real time. It didn't matter if it was Finance, Shipping or Maintenance, everyone knew who was doing what and where each asset was."
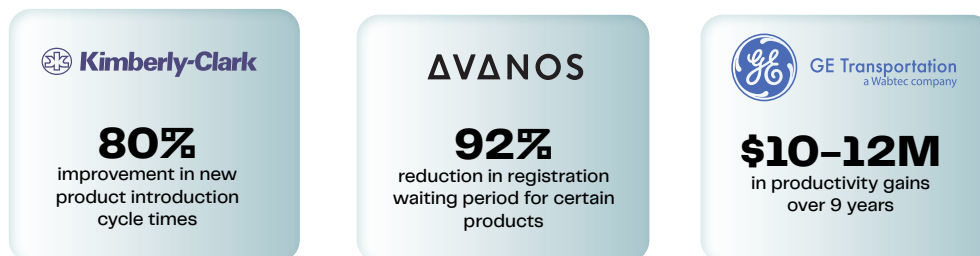
Joel Wolf, Staff Solutions Architect, General Motors

The best quality system is the one that people are will–ing to use to solve their problems, not mine. Adoption is absolutely critical.

Steve Bergeron, Director of Quality Infrastructure, Cree Corporation

Sample ROI from a few of our quality champions

Kimberly-Clark

80%
improvement in new product introduction cycle times

AVANOS

92%
reduction in registration waiting period for certain products

GE Transportation
a Wabtec company

$10–12M
in productivity gains over 9 years

A selection of our clients some of the world's strongest brands

OLYMPUS · GE · NVIDIA · Kimberly-Clark
Johnson&Johnson · EMERSON · SUBWAY · FUJIFILM
AIRFRANCE · L'ORÉAL · purple · Virgin GALACTIC
Dole · SRC · Omnicare · RUST-OLEUM BRANDS
Amway · SIEMENS · IPSEN Innovation for patient care · brammer bio Manufacturing Personalized™
Adaptive biotechnologies · rrd COMMUNICATIONS ENABLED · ARROW · HALYARD
Otsuka · AVANOS · HermanMiller · CBRE
Spangler SINCE 1906 · FRESENIUS KABI · HUVEPHARMA · ZEON

About ETQ

ETQ, part of Hexagon, is the leading provider of quality, EHS and compliance management SaaS software, trusted by the world's strongest brands. More than 600 customers globally, spanning industries such as pharmaceuticals, electronics, heavy industry, food and beverage, and medical devices, benefit from ETQ to secure positive brand reputations, enable higher levels of customer loyalty and enhance profitability. ETQ Reliance offers built-in best practices and powerful flexibility to drive business excellence through quality. Only ETQ lets customers configure industry-proven quality processes to their unique needs and business vision. ETQ was founded in 1992 and has main offices located in the U.S. and Europe. To learn more about ETQ and its various product offerings, visit www.etq.com.

Hexagon is a global leader in sensors, software and autonomous solutions. Learn more about Hexagon (Nasdaq Stockholm: HEXA B) at hexagon.com and follow us @HexagonAB.

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